



COVID-19 Response

**U.S. Army Garrison Hawaii
Directorate of Emergency Services**

Visitor Restriction Policy Update #3

Effective: September 23, 2020

In order to support the on-going local, state, and federal efforts to combat COVID-19, U.S. Army Garrison Hawaii (USAG-HI) has implemented temporary restrictions on visitor access to all USAG-HI installations. The intent of this temporary policy is to promote social distancing and protect Service members, families, civilians, and the community. An update to this temporary policy was released on September 17, 2020, reflecting the most recent guidance from the Department of Defense (DoD) and the Army's Office of the Provost Marshal General. This fact sheet is meant to help increase awareness and understanding of the updates to this policy. The full policy can be found at: <https://home.army.mil/hawaii/index.php/covid>

Exceptions to the Visitor Restriction Policy:

- Authorized childcare, child caregivers, and education providers (ex: babysitters, nanny or au pair).
- Out-of-State caregivers supporting the birth of a child or serious illness/injury.
- Elder caregivers. This includes personnel that do not have a DoD ID card assisting elderly retirees obtain access to essential services (such as medical care or Commissary).
- Personal Medical Services.
- Personnel (such as a relative) driving essential workers on the installation for the purposes of dropping off and picking up the employee. Only one temporary visitor pass will be issued per vehicle; any other non-essential visitors (besides the driver) will be denied entry.
- Personnel supporting courts-martial and administrative boards (coordinated by the Staff Judge Advocate).

To Request an Exception:

- For all exceptions, the Sponsor (DoD Service Member, Dependent, or Department of the Army Civilian) must fill out the Visitor Access Request Form, which can be found on the US Army Garrison's website. The form must be signed by the Sponsor's company commander or equivalent supervisor.
- **For authorized childcare, educators, or medical services (local residents not subject to quarantine):** the Visitor Access Request Form (signed by the commander or supervisor) can be brought to a Vehicle Processing Center (VPC) for a temporary 24-hour pass. For long-term passes, the visitor and sponsor should both go in-person to the Visitor Control Center (VCC) at Bldg. 6508, Leilehua Golf Course to complete the required long-term pass application.
- **For out-of-state visitors subject to quarantine:** the signed Visitor Access Request Form should be sent to usarmy.hawaii.visitors@mail.mil for DES to sign and return. The Sponsor should then obtain an extended visitor pass at the VCC prior to the visitor's arrival. To obtain an extended visitor pass, the Sponsor must bring their signed Visitor Access Request Form, copies of the visitor's identification (such as a passport or state-issued ID card), and copies of the visitor's travel information (airline ticket). The visitor pass issued to the Sponsor will include information on the travel dates and any applicable mandatory restriction of movement dates of the visitor. Upon arrival, the Sponsor will escort the family member to their place of residence to begin observing any mandated quarantine.
- **For exceptions to policy not listed:** please complete the Visitor Access Request Form and send it to usarmy.hawaii.visitors@mail.mil for approval by DES and/or the Garrison Commander.



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Frequently Asked Questions

Question: What should I do if my Uniformed Services ID card has expired?

Answer: All Uniformed Services ID cards (such as those issued to dependents or retirees) with a printed expiration date on or after January 01, 2020 may be used for installation access until March 30, 2021.

Common Access Cards (CAC) with an expiration date of April 16, 2020 or later may be used for installation access until September 30, 2020. (Visit <https://www.cac.mil/coronavirus> for more information)

Question: I have a relative who comes to babysit my children while I work. Since I can't use day care, will she be able to enter?

Answer: Yes, authorized childcare providers (to include educators or tutors) are still being issued visitor passes. The Sponsor should provide a completed Visitor Access Request Form signed by a company commander or equivalent supervisor as documentation.

Question: My friend/relatives are flying in to visit me. Will they be allowed to stay on post?

Answer: No, visitors that do not possess valid DoD identification or provide essential services will not be allowed to obtain a visitor pass.

Question: What if I have family flying in for the birth of a child or to provide care for a serious illness/injury?

Answer: Family members are authorized to obtain visitor passes if they are providing direct support to a Service Member or Dependent during the birth of a child or a serious illness/injury. Passes for this purpose will be limited to those family members directly providing support, and will be examined and granted on a case-by-case basis. Passes may be denied if they are determined to be non-essential or excessive.

Question: Can I escort one of my friends on post?

Answer: No, escort privileges are suspended under the Temporary Visitor Restriction.

Question: When will this policy be rescinded?

Answer: At this time, there is no set date for this policy to be rescinded. U.S. Army Garrison Hawaii will continue to monitor the situation in coordination with local and state partners and make changes as necessary.

Question: Who can I contact with questions about this policy?

Answer: If you have any questions about this policy, please contact our email hotline at usarmy.hawaii.visitors@mail.mil. Please be aware that due to the high volume of emails received, there may be a delayed response. Please also ensure you check your spam folder for responses.